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RETIREMENT REGISTRY PROGRAM EVALUATION

by

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A THESIS

SUBMITTED TO THE FACULTY OF GRADUATE STUDIES AND RESEARCH

IN PARTIAL FULFILMENT OF THE REQUIREMENTS

FOR THE DEGREE OF MASTER OF EDUCATION

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THE UNIVERSITY OF ALBERTA

FACULTY OF GRADUATE STUDIES AND RESEARCH

The undersigned certify that they have read, and recommend to the Faculty of Graduate Studies and Research, for acceptance, a thesis entitled "Retirement Registry Program Evaluation," submitted by Glenys Perry in partial fulfilment of the requirements for the degree of Master of Education.

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Date Sept 27 1979

ABSTRACT

In 1976, a research study by the Third Career Research Society presented findings that suggested retirees had an unmet need for "worthwhile activities" that was almost five times greater than pre-retirees' unmet need for "worthwhile activities". To alleviate this situation, the Third Career Research Society recommended that retirement registries be established throughout the province.

In this study the retirement registry program at the Society for the Retired and Semi-Retired in Edmonton was evaluated to determine if it was providing seniors with what they viewed as worthwhile activities. In addition to this main objective, the program was evaluated according to the other retirement registry program objectives. These included: (a) gathering information about seniors in Edmonton; (b) encouraging less aggressive seniors to join the program; (c) demonstrating to the community that seniors can do worthwhile constructive things, therefore presenting a positive image of seniors; and, (d) giving the community untapped skills (Henbest, 1977).

To evaluate the program, a questionnaire was developed by the researcher. Prior to the actual study, the questionnaire was pre-tested in a pilot study and revised. In the actual study, the revised questionnaire was

administered to 50 subjects during personal interviews. Subjects who had not been placed by the retirement registry program were asked a core set of questions. Subjects who had been placed were asked additional questions regarding their placement experience. In comparing the core set of questions responses there seemed to be no difference between subjects placed and those not placed with regard to sex, age, marital status, educational attainment, skills preferred to employ, level of community involvement, personality description, or the number of placements declined. A slightly higher percentage of subjects not placed expected pay.

The findings presented in this study show that information has been gathered on a substantial number of seniors in Edmonton. Approximately one third of these seniors wanted more involvement and chose to join the retirement registry program. There was no evidence to suggest that these seniors were in any way less aggressive. Of the seniors sampled, 31 out of 50 of them had been assigned work by the retirement registry program. The majority of these seniors worked for community groups, found that they used their special skills, and felt that the activities assigned had been worthwhile.

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CHAPTER I

INTRODUCTION TO THE PROBLEM

In October 1973, the Third Career Research Society (TCRS) was established to investigate the many facets of retirement in Alberta, for the purposes of developing pre-retirement planning programs. This extensive project called Retirement in Alberta was sponsored mainly by the Alberta Department of Advanced Education and Manpower, with limited assistance from the Alberta Department of Recreation, Parks, and Wildlife, and the Federal Department of the Secretary of State (TCRS, 1976).

The Retirement in Alberta study suggested that retired individuals' "unmet need for worthwhile activities" was almost five times greater than pre-retirees' "unmet need for worthwhile activities." As solutions to this situation, the following recommendations were outlined:

> Recommendation 10.5: It is recommended that senior citizen organizations and groups throughout the province be given the resources whereby senior citizens can develop meaningful and challenging tasks either as volunteers or part-time resource personnel and employees.
>
> Recommendation 10.6: It is recommended that government, industry, social service and community organizations be given the resources to involve senior citizens in meaningful and challenging tasks either as volunteers or part-time personnel and employees.

> Recommendation 10.7: It is recommended that either a government department or private voluntary association be given the overall mandate to develop:
>
> a) A registry of available senior citizens and their skills;
> b) An information program designed to explain to employers and organizations how such a registry would work to their advantage and to the benefit of retirees.
>
> (TCRS, 1976, p. 10.22)

In September 1977, the Society for the Retired and Semi-Retired in Edmonton, Alberta received funds from the Alberta Senior Citizens Bureau to establish a retirement registry program available to all seniors in the Edmonton area, and to hire one part-time staff person (Ezekiel, 1978).

To initially promote registration in the retirement registry program, the Society for the Retired and Semi-Retired mailed registration forms to all their members in their February 1978 edition of News for Seniors (see Appendix A, for sample of the registration form). From the information provided in the returned registration forms members were classified as either active or inactive.

The inactive files contained seniors who were not involved in any community activities, or paid employment; and specified that they did not wish to become involved in the retirement registry program, either because of health related problems or for various other reasons.

The active files included all seniors engaged in a volunteer work role, seeking volunteer work, participating in the work force, or seeking employment. Some of these seniors wanted to be involved in the retirement registry

program, and others specified that they did not. Names of younger volunteers who had offered to provide services to seniors were also listed in the active files. The names and skills of active people, who wished to be involved in the retirement registry program, were then placed on cards filed in a talent bank.

A system was organized by the part-time staff person and the senior volunteers who managed the retirement registry office and who were in charge of placements. When a request arrived at the office, the placement personnel examined the talent bank to locate an available, qualified senior. The senior was then contacted by phone and presented with a job description. If the senior was interested in the position, it then became his or her responsibility to contact the agency or individual who originally made the request, to discuss particulars about the position and the salary. If the senior was not interested in the position, the procedure was repeated and another senior was contacted. In cases where there was no available person to fill the position, the people who made the request were notified and whenever possible, referred to another agency or volunteer group.

A few days after a placement, a follow-up was conducted by the retirement registry personnel by contacting the people who made the request. If they were not satisfied, or if the senior had not met with them, the procedure was repeated and a different senior was offered the position.

Follow-ups were often conducted on referrals as well.

The retirement registry program had four types of placements: (1) seniors helping seniors with or without monetary rewards; (2) seniors finding employment; (3) seniors performing volunteer work for a group or agency; and, (4) referrals to other agencies.

OBJECTIVES OF THE PROGRAM

To obtain funding to establish the retirement registry program, the Society for the Retired and Semi-Retired presented a written proposal to the Senior Citizens Bureau. The retirement registry objectives were extracted from that report, and are listed below:

1. ...to gather pertinent information about the interests, talents, and abilities of older people in Edmonton;
2. ...to facilitate linking the person in with an appropriate volunteer role in any of the facets of the work of the Society or the community at large;
3. {To give the community}...untapped sources of knowledge and experience;
4. {To meet the following needs of older people:}
   a) ...to be integrated into the community,
   b) ...to have opportunities to do something of value,
   c) ...to feel that he is a worthwhile contributing member of society;
5. {Seek}...out the less aggressive person in need of involvement; and,
6. {To provide}...education about aging, for making the public aware of the older person, for demonstrating the constructive, worthwhile things older people can do, hence providing a positive image of the older person. (Henbest, 1977, pp. 1-2)

THE PROBLEM STATEMENT

The Retirement in Alberta study (TCRS, 1976) suggested the retirees need more "worthwhile activities." One of their recommendations to solve this problem was to develop retirement registries. The purpose of this study was to evaluate the retirement registry, established by the Society for the Retired and Semi-Retired.

RESEARCH QUESTIONS

The following were specific questions, related to the retirement registry objectives, that the investigator set out to answer in the study.

1. What approximate proportion of the seniors in Edmonton had been contacted by the retirement registry program? What approximate proportion of the members of the Society for the Retired and Semi-Retired had been contacted?

2. How many of the seniors contacted wished to be involved in the retirement registry program? What percentage of the seniors listed as wanting to be placed were placed?; and for how many hours? Was there any difference between those placed and those not placed as to sex, age, marital status, education, skills, pay expected, or the number of placements declined?

3. What percentage of seniors used their special skills in their placements?

4. What percentage of seniors placed by the retirement registry felt that the activities that they performed in their placements were worthwhile? Was there any difference between the participants who thought their activities were worthwhile and the other participants who were undecided or who did not think that their activities were worthwhile?

5. What percentage of the subjects who considered themselves less involved in the community or less aggressive were registered? What percentage were placed?
6. What percentage of the placements involved seniors dealing with the community?

SCOPE OF THE STUDY

This study examines the retirement registry as it exists at the Society for the Retired and Semi-Retired. The population under investigation included only those seniors, listed in the active file, who specified an interest in being involved in the retirement registry program. Eliminated from the population were young volunteers, under the age of 55, and active seniors who were not interested in joining the retirement registry program. As of October 5, 1978, there were 359 seniors who met the criteria to be included in the population.

LIMITATIONS AND ASSUMPTIONS

It was assumed that the retirement registry at the Society for the Retired and Semi-Retired was representative of what a retirement registry as recommended by the Retirement in Alberta study (TCRS, 1976) was to be, since it is the only established registry in the province of Alberta. A registry at Bowmont, in Calgary, is presently in the planning stages (Schnell, 1978).

The investigator could have evaluated the program by several different methods, such as interviewing both the

workers and the recipients of the services, but after reviewing the objectives of the retirement registry program, and in light of the objective of providing "worthwhile activities" for seniors, discussed in the Retirement in Alberta study (TCRS, 1976), the investigator limited the study to the effect that the retirement registry had on its members rather than the effect it had on the community.

The sample interviewed did not include the entire population of seniors wanting involvement in the program. Therefore, it was assumed that a randomly selected sample was representative of the population.

It was assumed that the sample interviewed answered the questionnaire truthfully and that the interviewers did not in any way bias the results.

RESEARCH DESIGN

To organize the evaluation procedure, a chart that demonstrated the relationship between the retirement registry objectives, the research objectives, and how the objectives were to be measured was designed. This chart is presented in Table 1.

To measure to what extent the retirement registry objectives, numbered two through six, had been achieved, a questionnaire was developed. To validate the questionnaire it was administered to a sample of ten subjects in a pilot study. After analyzing the pilot study results, the questionnaire was modified slightly and administered to the 50

Table 1

Relationship Between the Retirement Registry Objectives, the Research Questions, and the Measurements

Program Objectives	Research Questions	Measurement
1. "To gather pertinent information about the interests, talents, and abilities of older people in Edmonton."	1. What approximate proportion of seniors in Edmonton had been contacted by the program? What approximate proportion of the members of the Society had been contacted?	1. Measure by counting retirement registry files and by researching demographic data on the number of seniors in Edmonton, and the number that belong to the society.
2. "...to facilitate linking the person in with an appropriate volunteer role in any of the facets of the work of the Society or the community at large."	2. How many seniors contacted wished to be involved in the program? Of these, what percentage were placed?, and for how many hours? Was there any differences between those placed and those not placed as to sex, age, marital status, education, skills, pay expected, or number of placements declined?	2. Count the senior's files that state they want to be involved in the program. Administer a questionnaire to a random sample of these seniors to establish if they participated in the program and if so, for how many hours. Collect data on subject's sex,age,marital status,education,skills,pay expected and the number of placements declined and crosstabulate this data with participation data.
3. (To give the community) "...untapped sources of knowledge and experience."	3. What percentage of seniors used their special skills in their placements?	3. Use the questionnaire to establish what skills the seniors wanted to provide and what skills those placed actually used.
4. (To meet the following needs of older people) a)"...to be integrated into the community." b)"...to have opportunities to do something of value." c)"...to feel that he is a worthwhile contributing member of society."	4. What percentage of seniors placed by the retirement registry felt that the activities that they performed in their placements were worthwhile? Was there any difference between the participants who thought their activities were worthwhile and the participants who were undecided or did not think that their activities were worthwhile?	4. Use the questionnaire to establish if the seniors perceived their activities as worthwhile or not. Cross-tabulate senior's perception data with other data collected from the questionnaire as described above and data related to the placement experience.
5. (Seek) "...out the less aggressive person in need of involvement."	5. What percentage of the subjects who considered themselves less involved in the community or less aggressive were registered? What percentage were placed?	5. Administer a three-option subjective scale on the questionnaire to establish how the subjects perceive their personality and their level of community involvement. Compare these perceptions with participation/non-participation data.
6. (To provide)"...education about aging, for making the public aware of the older person, for demonstrating the construction worthwhile things older people can do, hence providing a positive image of the older person."	6. What percentage of placements involved seniors dealing with the community?	6. Use the questionnaire to establish whether the senior worked for a community group, an individual, or both.

subjects in the actual study.

The sample was classified according to those who had participated, and those who had not, either because they had never been offered a position or because they had declined every position offered. Participants were given a three-page questionnaire (Form B), and non-participants were given the first two pages of an identical questionnaire (Form A).

All questionnaires were administered by personal interviews. Interviews were set up at the seniors' convenience, either at their home or at the Society for the Retired and Semi-Retired office. Two interviewers were used, one of whom was the investigator. Both interviewers were females, with counselling training and interviewing experience. A procedure for executing the interviews was determined by the interviewers to ensure consistency between interviewers. Subjects were randomly distributed between the interviewers, with each interviewer meeting 25 of the 50 subjects in the actual study.

SIGNIFICANCE OF THE STUDY

The Retirement in Alberta study (TCRS, 1976) recommended that government funding be provided to develop retirement registries, hence providing needed "worthwhile activities" for seniors. The objective of this study was to establish whether a retirement registry did in fact provide "worthwhile activities" and, if so, to what extent.

The findings presented in this study should be of

particular interest to the Senior Citizens Bureau, since they provide the funding for the retirement registry program. It may also be of benefit to the retirement registry executive and the staff coordinator at the Society for the Retired and Semi-Retired, when making improvements to their program.

All other retirement groups in cities across Canada may find it advantageous to examine this study if they are interested in developing programs similar to the retirement registry program. Government officials that sponsor such programs may also profit from reviewing the findings and the conclusions presented in this study.

OPERATIONAL DEFINITIONS

Active Files: A collection of registration forms that provided information to the effect that the individuals were engaged in a paid work role, or a volunteer work role, or would like to become involved in a paid work role, or a volunteer work role.

Gerontology: "Gerontology is the scientific study of the processes and phenomena of the aging." (Merrill, 1973, p. 5)

Inactive Files: A collection of registration forms that provided information to the effect that the individual was not engaged in any activities outside the home and did not want to become involved in any activities outside the home.

Non-Participants: Seniors who stated in their registration forms that they wished to be involved in the retirement registry program, but they have never been placed, by the

program, in a work setting.

Participants: Seniors who stated that they wished to be involved in the retirement registry program and have been placed in one or more work settings.

Seniors: All people over the age of 55 years.

Volunteers: Individuals who were willing to perform a work role for no fee.

OVERVIEW

The problem under investigation and the research design were discussed in Chapter I. Chapter II consists of a review of pertinent literature. In Chapter III, a detailed account of the development of the research instrument and the methods employed in the collection of the data are presented. Chapter IV contains an analysis of this data.

The final chapter of the thesis contains three sections. The first section consists of a summary of the problem, the related literature, and the methodology used in conducting the research. The second section contains conclusions based on the findings presented in Chapter IV, and the final section of Chapter V contains recommendations for further study.

CHAPTER II

REVIEW OF RELATED LITERATURE

INTRODUCTION

Interest in middle and later years of the life cycle is recent. The entire discipline called gerontology is only three* decades old (Davis, 1967), and the amount of gerontological literature produced is small when compared to the literature that pertains to youth. Eighty-seven percent of human development literature discusses youth, whereas only thirteen percent covers the remaining years of development (Birren and Woodruff, 1973).

Aging has not always been viewed as development. It has often been associated with negative terms such as "decrement" and "deterioration", whereas youth was called "growth" and "development" stages. Carp (1972) has suggested that this view was an oversimplification of the aging process. Throughout the life cycle there was both "growth" and "deterioration", "development" and "decrement" occurring simultaneously.

Atchley (1972) suggested that the stigma attached to the elderly affects both the elderly's view of themselves and the way society views them. This stigma may account for the lack of interest in the aging process.

---

* The study of gerontology was four decades old in 1977.

Lack of interest, in the past, has not been the only problem in gerontological research. Flaws in sampling and in research techniques have caused some studies to be invalid (Atchley, 1972). Those subjects most convenient for the researcher to study are not always representative of the entire elderly population. For example, elderly in old age homes are often used as subjects even though they represent only ten percent of the elderly population ("Creative Retirement," 1978).

Cross-sectional research is executed more often than longitudinal studies to avoid high costs and extensive time factors. The problem with cross-sectional research conclusions is that people age differently due to their varying life experiences (Barfield and Morgan, 1978a) and using cross-sectional data to understand patterns of life style is not always valid (Maddox, 1966).

A Canadian study suggests that the problem is greater than simply a lack of quality research.

> We are in the curious position in Canada of having a plethora of reports and studies and a dearth of adequate data at one and the same time. (Brown, 1975, p. 238)

The report also states that many seniors are feeling over-studied, while at the same time government officials say they lack sufficient research for planning new projects and monitoring old ones. The study suggests that the distribution of materials between interest groups is inadequate.

Projects for seniors involve many disciplines just

as the process of aging is affected by many contributing elements. Bernice Neugarten (1968) states: "Biological, psychological, sociological, economical, and political factors are intricately interwoven in influencing the course of aging." (p. vii)

Robert Atchley (1972) states that the study of gerontology consists of four aspects: the biological, the psychological, the behavioural, and the sociological. This literature review is limited to the behavioural and sociological aspects of aging. These are the least researched aspects (Hobman, 1978). The investigator has found that an extensive literature review is necessary since many factors that affect individual seniors directly influence the success of the retirement registry program.

The literature review is divided into the following sections: (1) the growth rate of the aged population; (2) a summary of three theories of optimal aging; (3) an outline of phases associated with retirement; (4) selected factors that influence retirement satisfaction; (5) retirement activities; and, (6) other types of retirement registry programs.

GROWTH OF THE AGED POPULATION

As a result of medical advances and industrialization, more people are living to old age and those people are living to greater ages.

> According to figures compiled for the United Nations (in 1970), the world population of

> over-sixties was 291 million, an increase of 100 million in twenty years. If future predictions are accurate they will number 585 million by the year 2,000, a growth rate of almost 100 percent in 30 years. (Hobman, 1978, p. 13)

Industrialized nations have demonstrated the greatest increases in the proportion of elderly in the population. If eight percent of the population is over 64, then that country is considered to have an aged population (Rosset, 1964). According to the Population Reference Bureau (cited in Engelmann, Howell, & Harper, 1977), in 1977 there were 36 countries with aged populations.

For being an industrialized nation, Canada is relatively a young nation. Eight percent of Canadians are over 64 years of age (Engelmann et al., 1977). It is expected that the actual number of people over 64 will almost double by 2001 (Brown, 1975).

Alberta is one of the youngest provinces in Canada, because of the influx of many young Canadians looking for employment in Alberta, but the trend toward an increasing elderly proportion of the population is present in Alberta just as in other parts of Canada. In 1901, only 1.94 percent of Albertans were over 64; in 1956 this figure rose to 7.25 percent; and, in 1976 it was 7.5 percent (Engelmann et al., 1977).

Albertans' life expectancy is slightly higher than in other parts of the country. Women that reach 60 are expected to live another 22 years and men another 18 years

Engelmann et al., 1977).

THREE OPTIMAL THEORIES OF AGING

Disengagement Theory

In 1961, Cumming and Henry put forth a functionalistic theory of optimal aging called the Disengagement Theory. In essence, this theory suggests that the aging individual withdraws from society to prepare for death and that society requests the individual to withdraw because a sudden death would endanger society's ability to continue.

> It assumes that society must constantly seek equilibrium and that, to maintain such an equilibrium, a set of absolute needs for survival must be met. To meet these functional requirements, the society must have people in key positions who will be able to carry out their jobs without interruption. (Atchley, 1972, p. 32)

Critics of the Disengagement Theory point out that powerful positions of authority such as politicians are not as likely to be phased out of society by retirement as less powerful workers (Neugarten and Moore, 1968). The average age of American senators is 58, and many are over 70 years of age (Atchley, 1972).

The Disengagement Theory also suggests that the withdrawal of social roles is a natural process of aging, desired by the individual, as well as by society.

> It is suggested that the individual's withdrawal has intrinsic, or developmental, qualities as well as responsive ones; that social withdrawal is accompanied by or preceded by, increased preoccupation with the self and decreased emotional investment in

> persons and objects in the environment; and that, in this sense, disengagement is a natural rather than an imposed process. (Havighurst, Neugarten, & Tobin, 1968, p. 161)

Life review may be seen as supportive of the disengagement theory. Butler (1968) states that life review is an "universal occurrence in old people" (p. 486), as they prepare to die. Life review consists of a preoccupation with personal histories, reminiscing about the past and often trying to work through unresolved past conflicts.

Research (Havighurst et al., 1968) directly supports the disengagement process. That is, as age increases both psychological and social engagement decreases, but refutes disengagement as an optimal theory of aging, because lack of involvement tends to result in low satisfaction (Barfield and Morgan, 1978b; Havighurst et al., 1968; Kublen, 1968; Peppers, 1976).

Activity Theory

The proponents of the activity theory of optimal aging suggest that aging is a continuation of the middle years. The same values, needs, and interests of middle age are present in old age (Havighurst et al., 1968) and it is society that pressures individuals to withdraw (Neugarten, Havighurst and Tobin, 1968).

> The older person who ages optimally is the person who stays active and who manages to resist the shrinking of his social world. He maintains the activities of middle age as long as possible and then finds substitutes for those activities for work when he is forced to retire; substitute for friends and loved ones whom he loses by death. (Havighurst et al., 1968, p. 161.)

Research (Barfield and Morgan, 1978b; Havighurst et al., 1968; Kublen, 1968; Peppers, 1976) suggests that activity levels correspond positively with life satisfaction in retirement, and Cottrel and Atchley (cited in Atchley, 1972) found that some retirees prefer to view themselves as younger than they actually are, thus supporting the activity theory as an optimal theory of aging.

The major criticism of the activity theory is that the people who are able to retain middle-aged norms are "symptomatically middled-aged," not old (Atchley, 1972). The question then arises as to what happens when the middle-aged pace of life becomes too strenuous for the aging person.

Continuity Theory

The continuity theory suggests that the individual retains, whenever possible, patterns of behaviour that are part of his or her past.

> Continuity theory holds that in the process of becoming an adult, the individual develops habits, commitments, preferences and a host of other dispositions that become a part of his personality. As the individual grows older, he is predisposed toward maintaining continuity in his habits, associations, and preferences, and so on. (Atchley, 1972, p. 36)

The continuity theory seems to encompass the other two theories, which explains why there is supporting evidence for both the disengagement and activity theories. Richard's, Livson's and Peterson's study (1968), pertaining to retirement adjustment, found that the most successful agers were

those who demonstrated continuity between past and present life styles and personalities. The study named three personality types of men who adjusted well to retirement. They were the "mature" men, the "rocking-chair" men, and the "armored" men. The "mature" personality types were associated with the men who seemed to view themselves realistically, and seemed to have no regrets about their past. They seemed to enjoy activities and friendships. The "rocking-chair" men were those who seemed to have become socially and psychologically disengaged. The third group of successfully adjusted retirees were labelled the "armored". This group kept very active and seemed to have a fear of growing old.

Another study (Maddox, 1966), supporting the continuity theory, involved rank ordering the subjects as to their activity level and then comparing the rankings over a seven year span. The findings suggested that elderly ranked high or low initially, tended to retain their positioning during the study, even though they personally may have dropped some of their activities.

RETIREMENT PHASES

Atchley (1976) suggests that retirement is not a "roleless role", and to support this idea he outlines seven phases of retirement. The first two phases, the "remote" and "near phases" constitute the preretirement years. In the "remote phase" the individual has a vague, but positive, picture of what retired life is like. As the individual

enters the "near phase" of retirement, he or she realizes that they will soon retire and often their view of retirement becomes less positive. In the "near phase" the individual anticipates retirement, plans for retirement, and fantasizes about retired life.

After the retirement event, Atchley (1976) suggests that the individual enters what is called the "honeymoon phase". During this time the individual suddenly has free time to do all the things that he or she always wanted to do. The result being that the individual flits from one activity to another, keeping very busy. The "honeymoon phase" may extend for many years or it may be short depending upon the individual's personal situation. Following the "honeymoon phase" the individual may or may not settle into a routine that meets their needs for satisfaction. Those who have not yet adjusted to retirement, enter what is called the "disenchantment phase". This phase is associated with depression and lack of satisfaction.

> ...the honeymoon period represents a living out of the preretirement fantasy. The more unrealistic the preretirement fantasy turns out to have been, the more likely it is the retirer will experience a feeling of emptiness and disenchantment. Consequently, the failure of the fantasy represents the collapse of a structure of choices and what is depressing is that the individual must start over again to restructure life in the retirement role. (Atchley, 1976, p. 69)

Atchley (1976) suggests that most individuals are able to work their way through the disenchantment phase and begin a search for structure and routine that is satisfying

to them in the "reorientation phase". During this phase retirees often become involved in senior centers and clubs. When the individual is successful at reorientation, they then move into the "stability phase" which means that they have adjusted to their new role of retirement.

The final phase in retirement is called the "termination phase" which may result from the retiree's death or from the retiree's loss of physical health. In the case where physical health is lost, the retiree is considered to have entered a "sick role" rather than a retired role (Atchley, 1976).

SELECTED FACTORS THAT INFLUENCE RETIREMENT SATISFACTION

Initial adjustment to retirement may cause some people problems, but after that, the majority settle into an enjoyable retirement (Barfield and Morgan, 1978b; Kell and Patton, 1978; Kimmel, Price, and Walker, 1978; TCRS, 1976). Only a few people dread retirement (Atchley, 1972). The trend towards early retirement, to have more time for leisure (Epstein and Murray, 1968) suggests that many people look forward to retirement freedoms, although some research (Havighurst, 1978) suggests that non-retirees view not having to work and having greater leisure time more positively than retirees.

The Harris Poll of 1965 (cited in Loether, 1967) found that 61% of the sample of retirees said that they were

satisfied with retirement, 33% were dissatisfied, and 6% were undecided. Of the dissatisfied, 40% stated that they had financial problems, 28% had health related problems, 22% missed work, and 10% had lost their spouse. The Retirement in Alberta study (TCRS, 1976) had similar findings concerning the number of health related problems that caused retirement dissatisfaction. Although the over 65's are by far the major users of medical services (Engelmann et al., 1977; Havighurst, 1978) not all elderly are as unhealthy as this might suggest. Chronic illnesses are more prevalent among the elderly, causing the ill to use more services, for longer periods of time (Atchley, 1972).

Interesting differences occurred between the Harris Poll of 1965 (cited in Loether, 1967) and the Retirement in Alberta study (TCRS, 1976) as to financial dissatisfaction figures. In the Harris Poll 40% of the people, compared to 9.6% of the people in the Retirement in Alberta study, stated they had financial problems. In Alberta 56.4% of the seniors over 65 years of age receive the guaranteed income supplement (Engelmann et al., 1977). This means that more than half the seniors in Alberta are below or just slightly above the poverty line. Other reports (Atchley, 1972; Manion, 1975) have stated that retirees' incomes are usually one half of their retirement income, yet the majority state that they are experiencing no financial problems. The following quote from Barfield and Morgan may help to explain this strange phenomena.

> The absolute levels of reported satisfaction should not be taken to indicate lack of problems. It has long been known that expressed satisfaction with self and environment increases with age, independently of the factual situation. Presumably we learn to live with, and even appreciate more, what we have. (1978b, p. 19)

Low income people, although they tend to have no special commitment to work, seem to have a less positive attitude toward retirement because they fear loss of income. The middle income group vary in their attitudes, and the professional group, although they have no financial worries, often dislike the idea of giving up their interesting work (Simpson, Back, and McKinney, 1966). Research on retired academics suggests that they enjoy retirement, stay active, and those most highly noted in their respective fields continue to do research (Kell and Patton, 1978; Rowe, 1976).

Some studies (Glamser, 1976; Kimmel, Price and Walker, 1978) have found that preretirement attitudes toward retirement are often self-fulfilling in retirement satisfaction. Those who view retirement positively more often have a successful retirement experience. This is logical, since preretirement attitudes are often indicative of what the retiree can expect in retirement income, friends, and social activities (Glamser, 1976).

A study by Thompson in 1958 (cited in Loether, 1967) suggested that planning for retirement enhanced adjustment when the retiree had both a positive attitude toward retirement and an accurate preconception of what retired life

would be like. Comprehensive retirement planning programs try to incorporate these three factors by: (1) presenting retirement information; (2) changing negative attitudes; and, (3) forcing retirement planning (Glamser and DeJong, 1975; Kenny, 1978). Although planning seems to enhance retirement satisfaction, less than half preretirees actually make retirement plans and only a handful attend preretirement planning programs (TCRS, 1976).

Research (Barfield and Morgan, 1978; Kimmel et al., 1978; Manion, 1975) suggests that those who perceived their retirement as voluntary were more satisfied with retirement than those who felt they were forced to retire. Epstein and Murray (1968) found that of "wage and salary" workers, 28% retired voluntarily, the others stated poor health, compulsory retirement, or unemployment as reasons for retirement. Blau (1973) suggested that some workers approaching retirement developed health problems to excuse themselves from the work force and to save the embarassment of being forced to retire by the mandatory retirement regulations. Evidence (Brown, 1975; Manion, 1975; Palmore, 1976; Schulz, 1976) suggests that the majority of large companies have a fixed retirement age at 65 years, and for those seniors over 65, looking for employment, they must fight discrimination in hiring practices (Connor, Walsh, Litgelman, Alvarez, 1978).

It has been found that those who take early voluntary retirement are often more active (Culter, 1976), of a

higher income, have planned for retirement, and have a positive attitude toward retirement (TCRS, 1976). It seems that retirement satisfaction is the result of many factors that are related to each other. There also seems to be a relationship between the number of activities of a given individual and whether or not he or she had planned for retirement and a relationship between activity level and the individual's attitude towards health (Owen, 1975).

Much of the retirement literature (Havighurst et al., 1968; Kublen, 1968; Owen, 1975; Peppers, 1976) suggests that the number of retirement activities positively affects retirement life satisfaction.

Other studies suggest that it is not the activity level that affects retirement satisfaction so much as the personality of the senior. Bull and Aucoin (1975) found that members of voluntary associations were usually of better health and socioeconomic status than non-members. When the health and socioeconomic variables were controlled, there was no significant life-satisfaction difference between members and non-members. A very interesting study by George (1978) found that activity level and psychological well-being were weakly correlated, but more indicative of psychological well-being were personality scores and more indicative of activity level was socioeconomic status. Psychological well-being and activity level were better predicted by different factors.

Perhaps leisure activity is important to life

satisfaction only when the activity meets the individual's personal needs for self-respect, identity, and social interaction (Miller, 1968). Peppers (1976) found that when he controlled for such factors as health and income, retirees preferred to do "physical and/or social types of activity rather than sedentary and/or isolate endeavors" (p. 445). It has been suggested that isolation, although not desired by the elderly, is a common phenomena that is often detrimental to their physical and mental health (Brocklehurst, 1978). Some studies (Barfield and Morgan, 1978; TCRS, 1976) found that socialization with friends and family bring the greatest pleasure to retirees. Other reports (Faulkner, 1975; Friedman, 1975) suggest that elderly volunteers prefer group work, which gives them an opportunity to socialize and consequently make their activity more prestigious.

Riley and Foner (1968) found that life satisfaction was higher among the elderly who continued to work than those who retired. Similarly, the Retirement in Alberta study (TCRS, 1976) found that retirees had an unmet need for "worthwhile activities" that was almost five times as great as non-retirees' unmet need for "worthwhile activities".

Miller (1968) writes that:

> If leisure activities are to provide a new role, the retired person must engage in some meaningful activity, appropriate in terms of cultural values, which will afford him a rationale for a social identity and a concept of self. In the case of the retired person participating in leisure activity, this poses a dilemma--that is, he must justify an identity in terms of his leisure activity which is by definition "superfluous in character, extraordinary...and stands

> apart from work." "While {leisure} has a definite value," writes Cavan, "to make a career of recreation, hobbies, and the like goes against deeply instilled values." (p. 366)

POPULAR RETIREMENT ACTIVITIES

This section of the literature review deals with those activities that seniors tend to have in common. It should first be emphasized that seniors are as diverse as any other age group, perhaps even more so (Pepper, 1976). Their life experiences vary, and their incomes and health place different limitations on their activities (Barfield and Morgan, 1978).

Most seniors spend more time doing leisure activities than obligated household chores (Owen, 1975), and the majority of these leisure activities are done alone (Atchley, 1972; Peppers, 1976).

Peppers (1976) found the following to be the ten most popular activities of retirees: (1) visiting friends; (2) watching television; (3) doing odd jobs around the home; (4) travelling with a group; (5) reading; (6) sitting and thinking; (7) fishing; (8) walking; (9) gardening; and, (10) travelling alone.

The most common and most enjoyed retirement activity seems to be visiting and socializing. The number of friendships seems to increase, for seniors in their 60's and then decrease, for seniors in their 70's. Television viewing with an emphasis on serious content seems to be popular

among the elderly. Interest in both politics and religion seems to peak in later life (Atchley, 1972).

Although volunteer associations or senior citizen clubs were not listed in the ten most popular activities of retirees, for those people who do become members, it has been discovered that these associations often take up the greatest amount of their leisure time (Atchley, 1972). The level of participation seems to be influenced by health, transportation, and fear (Atchley, 1972). Fear seems to be negatively related to both activity level (Atchley, 1972; George, 1978), and psychological well-being (George, 1978).

The members of senior citizen groups are not usually any different from other seniors. The reason often given for not joining senior citizen groups is that the senior does not want to be considered old (Atchley, 1972), rather than inconvenience or lack of interest. One survey found that 51% of seniors knew of a convenient senior centre, 18% had attended it within the last two years, and 12% had attended it in the last month (Havighurst, 1978). Atchley (1972) describes the average senior centre as being a well-rounded, flexible, self-governing organization, with membership from a large area. He also suggests that most members join after a major change in their life, such as retirement or loss of a spouse.

Recently, community programs aimed at providing activities for seniors have been established. One of the most successful and popular programs is the Grandfriend or

Foster Grandparent Program, where elderly provide institutionalized or day-care children with love and individualized attention (Atchley, 1972). The elderly also seem to enjoy programs that request them to speak to students or work as teacher aids (Havighurst, 1978). Others seem to enjoy returning to school themselves. Non-credit courses, taken for interest at universities, colleges, and at senior centers across the country, seem very popular. Some more adventurous retirees, who possess technical or management skills, work abroad helping undeveloped countries in a program called the Canadian Executive Service Overseas (Retirement: What Then?, 1972).

DESCRIPTION OF THREE OTHER RETIREMENT REGISTRY PROGRAMS

The investigator's information on three different registries in Canada suggests that each registry is modified slightly, from the others, but basically they all have the same main objective. That objective is to provide seniors with worthwhile activities that meet seniors' needs and the needs of the community.

In Ontario, a program has been established based on the recent and successful Link Skills Exchange Program in Great Britain. In the Link Skills Exchange Program seniors are initially given stamps. When a senior requires a service, he or she calls the Link Exchange Office and is referred to a person who possesses the skills needed for the

job. To pay for the service, stamps are used, rather than money. To collect more stamps, the senior must provide his or her skills to others in exchange for their stamps.

This system allows seniors to gain the benefits that money can buy, but because no money is exchanged, it does not affect their pensions or other benefits that are adjusted to income ("Link Skills Exchange Program"). The advantages of the Link Skills Exchange Program are listed below:

1. Promotes Community Spirit - Link is neighborhood-based assistance with the emphasis on people helping people. It can be utilized by the whole community, not only senior citizens.
2. Utilizes Latent Human Resources - No special training is required. People do what they already have the skills and means to do.
3. Gives All Participants an Opportunity to Be of Service - More people helping each other will make a community a better place to live.
4. Helps Keep People in the Community - People prefer to remain in the community. They often can if they receive services such as Link might provide.
5. Has Possibility of Developing New Social or Communication Links - Connecting a person with a need to someone who can provide the service may extend meaningful relationships.
6. Provides an Alternative to Pay for a Service Without Money - Some people may not request services because they cannot pay for them. Link provides a way to pay through Link Exchange Cards earned in the provision of a service.
7. Does Not Affect Existing Benefits - Since no money is exchanged, pensions or other benefits cannot be affected.
8. Avoids Red Tape - There are no needs tests, applications, life histories, etc.

9. Requires Minimal Operating Funds - Staff may be paid in Link Exchange Cards. Costs would involve office supplies, equipment and newsletter and telephone. In many instances, these along with office space and telephone may be donated. ("Link Skills Exchange Program", pp. 1-2)

The other two Ontario retirement registry programs are designed somewhat more similar to the retirement registry at the Society for the Retired and Semi-Retired. The programs are the "Senior Volunteers in Service" offered by the Regional Niagara Senior Citizen Department and the "Senior VIPS (Volunteers in Public Service)" initiated by the Volunteer Centre of Metropolitan Toronto.

The Senior Volunteers in Service program refers seniors to volunteer positions where they provide services to either a community group or an individual. In some rare cases, the program provides training for their senior volunteers. The purpose of the program is: "To determine by the development of a Senior Volunteer Program, that retired citizens can lead active and productive lives, by sharing their time, skills, talents, and experiences with their community." (Senior Volunteers in Service, p. 1)

The Senior VIPS program differs from the Senior Volunteers in Service program in that they only refer senior volunteers to community organizations and agencies (Herman, 1978). Part of the program consists of searching out these community agencies and presenting them with information about the special needs of the senior volunteers, and the goals of the Senior VIPS program (Senior VIPS). The other

aspects of this program are similar to the retirement registry at the Society for the Retired and Semi-Retired and the Senior Volunteer in Service program.

The literature ("Link Skills Exchange Program"; "Senior VIPs"; "Senior Volunteers in Service") seems to suggest that all these programs are demonstrating high success although none of them have been formally evaluated.

Since these other programs had not been evaluated, the investigation found it necessary to design the measuring instrument. In the following chapter the development of the measuring instrument and the methodology employed in the data collection are discussed.

CHAPTER III

INSTRUMENTATION AND METHODOLOGY

In the first chapter the research problem and the research design were discussed. In the second chapter the relevant literature was examined. In the following chapter the development of the research instrument and a detailed account of the procedures employed in gathering data are presented.

PERMISSION FOR THE STUDY

The director of the Senior Citizens Bureau suggested that the investigator examine the newly established retirement registry program at the Society for the Retired and Semi-Retired. This prompted an interview between the coordinator of the retirement registry program and the investigator, after which the investigator decided to undertake this research study.

The retirement registry program coordinator presented the proposed study to the Retirement Registry Committee Meeting on June 13, 1978. Permission from the committee was granted, with the stipulation that the investigator do volunteer work for the retirement registry program for two or three months. This suggested time of volunteer induction

into the program was unacceptable to the investigator and a shorter period of volunteer work was negotiated and accepted by both parties. The investigator worked as a volunteer for two weeks at the retirement registry office. This gave the investigator an opportunity to gain insight into the operation of the program and to become acquainted with many of the staff and volunteers at the Society for the Retired and Semi-Retired.

DESIGNING THE QUESTIONNAIRE

Three Canadian senior volunteer programs, that have objectives resembling those of the retirement registry program, were discussed in Chapter II. The limited information available on each of these programs suggests that none of them have been evaluated in a research study. The investigator found it necessary to develop a research instrument designed specifically for this study, that would measure the extent to which the objectives of the retirement registry were being accomplished.

The research instrument developed was a questionnaire. The questions in the questionnaire were directly related to the retirement registry objectives and the research questions presented in Chapter I. To organize the evaluation procedure, the investigator designed a chart that demonstrated the connection between the retirement registry objectives, the research questions, and how the objectives were to be measured (see Table 1, Chapter 1).

The investigator had two constraints in the overall design of the questionnaire. First, the questionnaire had to ask no irrelevant questions, consequently keeping it short. Other questionniares distributed to seniors by the Society for the Retired and Semi-Retired were often returned incomplete. Being overstudied is a common complaint amoung seniors. To increase seniors' desire to participate in the study, the investigator decided to limit the length of the questionnaire.

The second constraint was to eliminate questions that may be considered personal or offensive. The investigator was concerned with how the seniors would react to the study, since this was the first evaluation conducted on one of their programs. The investigator's experience with seniors suggested that as a group they tended to be less open and accepting of outsiders, than other age groups.

In designing the questionnaire, it was assumed that some of the people who constituted the sample would have been placed in jobs by the retirement registry and some would not, therefore, the questionnaire consisted of two forms. A core set of questions pertaining to sex, age, marital status, education, skills, community involvement, personality, monetary rewards expected, and the number of requests declined was developed for both seniors who had been placed and those who had not been placed in jobs (Form A). An additional set of questions were developed for those who had been placed, pertaining to their experiences with the retirement registry work assigned to them

(Form B). (See Appendix B and C, for samples of the two questionnaires.)

For all subjects, the interviewer and the coordinator of the retirement registry program were asked to subjectively judge each subject's ability. In some cases the coordinator may not have met the subject, for which the option "the registry does not know this person" was provided. This measurement was developed as a check to eliminate anyone from the study who may be suffering from senility or may not be aware that they are no longer capable of what they once were. (See Appendix D, for sample of question.) It was decided that in a case where both the coordinator and the interviewer judged the senior as not capable of doing what they said they could, that subject's responses to the questionnaire would not be included in the analysis.

THE POPULATION AND THE SAMPLE

The population for this study included only those seniors who wanted to become involved in the retirement registry program, according to the information given on their registration forms. To eliminate seniors listed in the active files, who stated they did not wish to participate in the retirement registry program, and volunteers who were younger than 55 years of age, the investigator examined the alphabetized registration forms in the active file. The investigator consecutively numbered only those

seniors' registration forms who stated that they were: (1) looking for part-time or full-time employment; (2) wanting more volunteer work; or, (3) involved in work at the Society for the Retired and Semi-Retired.

Since the retirement registry program was recently established, many of the volunteers who work at the Society for the Retired and Semi-Retired were involved in their work before the program was developed. These seniors were included as part of the population because in the future new volunteers for work at the Society for the Retired and Semi-Retired will be located through the retirement registry listings.

According to the information on the registration forms, 359 seniors met the criteria to be included in the population.

THE PILOT STUDY

The pilot study sample of ten seniors were taken from the list of randomly selected subjects, therefore, there was no reason to believe that these subjects differed from other subjects. The investigator initially contacted each subject through a telephone conversation, and an appointment was set up to administer the questionnaire. All the questionnaires in the pilot study were administered by the investigator at the senior's convenience, either at their home or at the Society for the Retired and Semi-Retired. The actual administration of the questionnaire

took only about ten minutes, but often a discussion followed resulting in the interviews extending an hour or longer.

After analysis of the response to the pilot study, the questionnaire was revised slightly. The questions pertaining to skills the subjects wanted to use and the skills the subjects actually had used, were reworded so that the option of not using a special skill sounded as appealing as the other options.

The revised forms of the questionnaire were approved by both the thesis supervisor from the Department of Industrial and Vocational Education, in the Faculty of Education at the University of Alberta, and the coordinator of the retirement registry program, before being administered in the actual study.

The data collected in the pilot study were not contained in the actual study analysis, and the pilot study subjects were not administered the revised questionnaire in the actual study.

DATA COLLECTION TECHNIQUES

In the actual study, the questionnaires were administered to 50 subjects during personal interviews. 25 subjects were interviewed by one interviewer and 25 subjects by the other interviewer. Of the 50 subjects contained in the sample, one was a replacement for a subject who had been selected, but was judged unable to participate by both the interviewer and the coordinator of the retirement registry program.

The interviewers made contact originally by phoning the subjects, explaining the study, and asking if the subjects wished to participate in the study. Midway through the study it was decided that a cover letter should be mailed to the subjects who had not yet been interviewed, explaining that the study was legitimate and endorsed by the Society for the Retired and Semi-Retired. Some subjects, interestingly those more involved in the retirement registry program, were expressing concerns to the retirement registry coordinator, that the study might be critical of the program. The cover letter signed by both the investigator and the retirement registry coordinator seemed to eliminate such problems during the remainder of the study. (See Appendix E, for the cover letter.)

This was the first time that a program at the Society for the Retired and Semi-Retired had been evaluated. The term, evaluation, seemed to have a negative connotation to subjects, therefore the interviewers avoided using this term and other terms that may have been viewed as negative when discussing the study, with the subjects.

One of the problems in other studies, similar to this one, has been that subjects identified for inclusion in the sample have refused to participate. For example, in 1975, Bull and Aucoin surveyed a sample of non-institutionalized seniors by interviewing them. Only 46 percent of the subjects who were contacted were willing to participate in the study. In this study, a higher percentage par-

ticipated. In fact, of the 82 people selected, 50 participated, eight refused to participate, two were hospitalized, one was judged not able, 14 were unable to be contacted, and seven subjects had their files moved to the inactive category between the time the sample was selected and the time the sample was contacted. Since only eight people identified refused to participate, and 50 people contacted agreed to participate, this demonstrates an 86 percent participation level.

TABULATION OF THE DATA

The sample was divided into two groups, those who had participated in the retirement registry program, and those who had not participated. The participants, who had received Form B of the questionnaire, were given the number one. Non-participants who were given Form A of the questionnaire were grouped by the number two. Answers to each question were also given numbers and the data were then analyzed. The data analysis is presented in Chapter IV.

CHAPTER IV

DATA ANALYSIS

In the last section of Chapter III, the methods employed in the data tabulation were presented. The sample consisted of 31 (62%) participants and 19 (38%) non-participants. Participants included subjects who were placed in one or more work settings by the retirement registry program. Non-participants were subjects who refused all positions offered them, as well as subjects who had never been contacted by the retirement registry program.

Questions one through nine of the questionnaire (Form A) were administered to non-participants and questions one to 15 of the questionnaire (Form B) were administered to participants. (See Appendix B and C, for samples of the questionnaires.) The remainder of this chapter consists of an analysis of the data collected, organized according to the question numbers.

DATA COLLECTED FROM PARTICIPANTS AND NON-PARTICIPANTS

Question Number 1

The first question established the subject's sex. The findings summarized in Table 2 revealed that 78 percent of the sample were females and 22 percent were males.

Table 2

Number and Percentage of Male and Female Participants and Non-participants

	Sex	
	Male	Female
Total Sample		
Number	11	39
Percentage	22	78
Participants		
Number	7	24
Percentage	22.6	77.4
Non-participants		
Number	4	15
Percentage	21.1	78.9

Percentages calculated from figures presented in Census of Canada, 1976, demonstrate that 46 percent of Edmontonians 55 years or older were males and 54 percent were females. It was expected that females' higher life expectancy would result in a slightly higher percentage of females in the sample. But the difference is so great that it can not be explained by life expectancy, alone. It is

assumed, then, that the high percentage of females in the sample supports the literature (Atchley, 1972) that suggests that females are more likely to stay engaged in voluntary associations than males.

In Table 2, the cross-referencing of participation/non-participation data with male/female data indicates that the sex of the subject was not related to whether the subject was placed or not placed by the retirement registry program. In the sample, 24 female subjects (77.4%) and 7 male subjects (22.6%) participated in the program and 15 female subjects (78.9%) and 4 male subjects (21.1%) did not participate.

Question Number 2

Question number two established the subjects' ages. The subjects ranged in age from 59 years to 86 years, with the majority of the subjects being between 67 and 72 years of age. The mean age of the sample was 70.4 years and the mode was 69. The mean age of participants was 71.5 and the mode was 69. For non-participants the mean age was 68.8 and the mode was 67. This data suggests that age was not related to participation, but does indicate that interest in joining the retirement registry program was highest among the age group of 67 to 72 years of age.

Question Number 3

Question number three established the subjects' marital status. The sample consisted of 21 subjects (42%) who were married, 18 subjects (36%) who were widows or widowers, seven subjects (14%) who were single, and four (8%) who were divorced or separated.

Table 3

Number and Percentage of Each Marital Status Group for Participants and Non-participants

	Marital Status			
	Single	Married	Divorced/ Separated	Widow/ Widower
Total Sample				
Number	7	21	4	18
Percentage	14	42	8	36
Participants				
Number	3	13	3	12
Percentage	9.7	41.9	9.7	38.7
Non-Participants				
Number	4	8	1	6
Percentage	21.1	42.1	5.3	31.6

Findings on marital status data and participation/non-participation data are presented in Table 3. This information suggests that each marital status category was not related to placements, with perhaps the exception of the single group. Three single subjects (9.7%) were placed

and four single subjects (21.1%) were not placed.

Question Number 4

In question number four the subjects were asked to specify their level of educational attainment. The findings are presented in Table 4. The sample consisted of 13 subjects (26%) who had less than grade 10, 10 subjects (20%) who had attained between grade 10 and 12 education, and 27 subjects (54%) who had completed some post-secondary education.

Table 4

Educational Attainment of Participants and Non-Participants

	Educational Attainment				
	Less Than Grade 4	Grade 4 to 6	Grade 7 to 9	Grade 10 to 12	Post-Secondary
Total Sample					
Number	1	5	7	10	27
Percentage	2	10	14	20	54
Participants					
Number	0	3	6	7	15
Percentage	0	9.7	19.4	22.6	48.3
Non-Participants					
Number	1	2	1	3	12
Percentage	5.3	10.5	5.3	15.8	63.1

The breakdown of the educational attainment data and participation/non-participation data revealed that nine

participants (29.1%) and four non-participants (21.1%) had less than grade 10, seven participants (22.6%) and three non-participants (15.8%) had completed between grade 10 and 12 education, and 15 participants (48.3%) and 12 non-participants (63.1%) had attained some post-secondary education. This information seems to suggest that educational attainment was not related to placement, although as a group this sample tends to have achieved an above average level of education.

Figures presented in Census of Canada (1974), based on 1971 statistics, show that 43.4 percent of Canadians between 45 and 64 years of age, and 61.1 percent of Canadians 65 years of age and older, had less than grade nine education. It seems that the members of the retirement registry program have attained a higher level of education than the average Canadian of their age. Only 26 percent of the subjects sampled in this study had less than a grade ten education.

Question Number 5

Question five requested subjects to choose the area of skills that best described the skills they wanted to use in their placements. The findings revealed that 26 subjects (52%) did not have a particular skill area that they preferred to use, nine subjects (18%) wanted to use their academic training and experience, eight subjects (16%) wanted to use trade skills, three subjects (6%) wanted to use artistic talents, and one subject (2%) wanted to use his or

her musical talents.

Table 5

Skill Areas Participants and Non-Participants Wished to Employ

	Skill Area					
	Trade	Aca-demic	Ar-tistic	Mu-sical	No Special	Other
Total Sample						
Number	8	9	3	1	26	3
Percentage	16	18	6	2	52	6
Participants						
Number	6	4	1	1	18	1
Percentage	19.4	12.9	3.2	3.2	58.1	3.2
Non-Partici-pants						
Number	2	5	2	0	8	2
Percentage	10.5	26.3	10.5	0.0	42.1	10.5

Table 5 shows the breakdown of skill areas that participants and non-participants wished to use in their placements. The sample contained six participants (19.4%) and two non-participants (10.5%) who wanted to use trade skills, four participants (12.9%) and five non-participants (26.3%) who wanted to use academic training, and two participants (6.4%) and two non-participants (10.5%) who wanted to use their artistic or musical talents. The largest group of participants, 18 subjects (58.1%), and the largest group of non-participants, eight subjects (42.1%), stated that they were willing to do a job that did not

require special skills.

In question number five the subjects were also provided with the option, "other", and a space to write in the skills they preferred to employ in their placements. In the sample, one participant (3.2%) and two non-participants (10.5%) used this space to explain that due to recent health related problems they wished to have their files moved, temporarily, to the inactive file.

Question Number 6

Question six requested subjects to describe their level of community involvement on a subjective, three-option scale. The options provided were "very involved", "slightly involved", and "not involved". Of the sample, 13 subjects (26%) chose the option "very involved", 17 subjects (34%) chose "slightly involved", and 20 subjects (40%) chose "not involved".

Table 6 illustrates a cross-tabulation of community involvement data and participation/non-participation data. It shows that nine participants (29%) and four non-participants (21.1%) chose the option of "very involved", 10 participants (32.3%) and seven non-participants (36.8%) chose "slightly involved", and 12 participants (38.1%) and eight non-participants (42.1%) chose "not involved". The even distribution of subjects' choices seems to suggest that the subjects' level of community involvement was not related to whether the subject participated or did not participate in

the retirement registry program.

Table 6

Level of Community Involvement Described by Participants and Non-Participants

	Level of Involvement		
	Very	Slightly	None
Total Sample			
Number	13	17	20
Percentage	26	34	40
Participants			
Number	9	10	12
Percentage	29	32.3	38.7
Non-Participants			
Number	4	7	8
Percentage	21.1	36.8	42.1

Question Number 7

In question number seven, the subjects were asked to describe their personality type according to a subjective, three-option scale. The options included "shy", "average" and "outgoing". The majority of the subjects (62%) chose the middle option of "average". Only five subjects (10%) described themselves as "shy", and the remaining 14 subjects (28%) described themselves as "outgoing".

Table 7

Personality Description of
Participants and Non-Participants

	Personality		
	Shy	Average	Outgoing
Total Sample			
Number	5	31	14
Percentage	10	62	28
Participants			
Number	3	20	8
Percentage	9.7	64.5	25.8
Non-Participants			
Number	2	11	6
Percentage	10.5	57.9	31.6

Table 7 shows cross-referencing of the personality description data with participation/non-participation data. It shows that three participants (9.7%) and two non-participants (10.5%) described themselves as "shy", 20 participants (64.5%) and 11 non-participants (51.9%) described themselves as "average", and eight participants (25.8%) and six non-participants (31.6%) described themselves as "outgoing". These figures seem to indicate that there was not a relationship between participation/non-participation data and personality description data.

Question Number 8

Question number eight established the amount of money expected in return for services. Interestingly, 42 of the subjects (84%) expected no monetary rewards for their services, and the remaining eight subjects (16%) expected between $3.00 and $6.00 per hour. No one expected more than $6.00 per hour.

Table 8

Pay Level Expected by Participants and Non-Participants

	Pay Expected	
	Nothing	$3.00-$6.00 per hour
Total Sample		
Number	42	8
Percentage	84	16
Participants		
Number	27	4
Percentage	87.1	12.9
Non-Participants		
Number	15	4
Percentage	78.9	21.1

There were a greater percentage of non-participants than participants who expected pay for their work. Table 8 illustrates that four participants (12.9%) and four non-participants (21.1%) expected wages of $3.00 to $6.00 per hour. All of the other participants and non-participants stated that they expected no monetary rewards.

Question Number 9

Question nine established the number of times subjects refused offers of assignments from the retirement registry program. The sample consisted of 26 subjects (52%) who stated that they had never declined a placement, 22 subjects (44%) who stated they had seldom declined, and two subjects (4%) who stated they had often declined positions.

Table 9

Placements Refused by Participants and Non-Participants

	Placements Refused		
	Never	Seldom	Often
Total Sample			
Number	26	22	2
Percentage	52	44	4
Participants			
Number	17	13	1
Percentage	54.8	42	3.2
Non-Participants			
Number	9	9	1
Percentage	47.4	47.4	5.2

Table 9 presents information on the number of placements assigned by the retirement registry program that participants and non-participants refused. The table shows that 17 participants (54.8%) and nine non-participants (47.4%) stated that they had never refused. This means

that 18 percent of the subjects sampled had never been contacted by the retirement registry program and that 47.4 percent of the non-participants were never offered placement. Of those subjects who seldom refused placements, 13 were participants (42%) and nine were non-participants (47.4). Only one participant (3.2%) and one non-participant (5.2%) stated that they often refused placements.

DATA ON PARTICIPATION EXPERIENCE

The following six questions were administered to only those subjects who were assigned placements by the retirement registry program. Form B of the questionnaire was administered to these subjects. Each of these questions pertain to the participants' placement experiences, and job satisfaction.

Question Number 10

Question number 10 established whether the participants had worked for a private individual, a community agency or group, or if the participant had worked for both an individual and a community group. The findings showed that five participants (16.1%) worked for an individual, eight participants (25.8%) worked for both a community group and an individual, and 18 participants (58.1%) worked solely for groups in the community. This seems to indicate that more participants were being placed in community groups than in private placements.

Question Number 11

Question number 11 measured the participants' attitudes about their work activities assigned by the retirement registry program. The options provided included "worthwhile", "undecided", and "not worthwhile". Of the participants sampled, 30 out of 31 (96.8%) stated that they viewed their activities as being "worthwhile" and only one participant (3.2%) stated that he was undecided about the worth of his activities. These findings suggest that the retirement registry program was providing retired and semi-retired members with what they perceived to be worthwhile activities.

Question Number 12

Question number 12 asked participants to describe the recipient's reaction to his or her work performance. The important aspect of this question was to determine if the participant had received verbal or non-verbal reinforcement for their work from the recipient. In the sample, 28 of the 31 participants (90.3%) stated that the recipients were pleased with their work. The other three participants (9.7%) stated that they did not know what the recipients thought of their work. The findings seem to indicate that most participants were reinforced by the recipients for their services.

Question Number 13

The retirement registry program was not involved in the bargaining process when money was exchanged for services. Question number 13 asked participants if they and the recipient of their services had any monetary disagreements. The findings revealed that 30 out of 31 participants (96.8%) said they had no disagreements about their fee with their recipients. Only one participant stated that he had a few monetary disagreements and no one said that they had many monetary disagreements. Referring to Question Number Eight and Table 7, it seems that only four of the 31 participants expected pay for their services. Since three out of the four participants that expected a fee had no problems in settling on a wage and in collecting their fee, this aspect of the program did not seem to be causing any major problems.

Question Number 14

Question 14 established the number of hours that the participants spent involved in activities assigned by the retirement registry program, since the beginning of the program. This time period was between eight to nine months depending upon when the subject was interviewed. The sample consisted of four participants (12.9%) who worked less than eight hours, five participants (16.1%) who worked between eight and 32 hours, and 22 participants (71%) who

worked more than 32 hours. This information would be more beneficial if it was based on a shorter time scale. It seems that some subjects spend more than 32 hours involved in the retirement registry program every month. The findings seem to suggest that the time involved varies greatly among individual subjects.

Question Number 15

Question 15 established if the subjects were able to employ their special skills in performing the activity assigned by the retirement registry program. The sample consisted of 11 participants (35.5%) who were able to employ their training and experience, 14 participants (45.2%) who used a hobby or an interest that they had knowledge about, and six participants (19.4%) who stated that they were unable to use their special talents.

Table 10

Skills Participants Wished to Employ Compared with Skills Actually Used

Skill Level Used	Skill Area Desired					
	Trade	Academic	Artistic	Musical	No Special Skill	Other
Training/ Experience	4	3	0	0	4	0
Hobby	2	0	1	1	9	1
No Special Skill	0	1	0	0	5	0

Table 10 shows a cross-tabulation of data on the skills the participants preferred to use (question five) and the skill level the participants actually used in their placements (question 15). Of the six participants who originally wanted to use their trade skills, four (66.7%) stated that they used their training and experience, and two (33.3%) stated that they used a hobby or interest in their placement. Of the four participants who desired work that would employ their academic skills, three of them (75%) were able to use their training and experience in their placements, and one (25%) was unable to use any special talent in his or her placement. The one participant who preferred to use artistic talents and one participant who preferred to use musical talents were both assigned placements that enabled them to use their hobbies. In the sample, 18 participants stated that they were willing to do a job that did not require any special talents or skills. Although five (27.8%) of them stated they actually did a job that did not require their special skills, nine (50%) stated they were able to use a hobby or interest that they had knowledge about, and four (22.2%) were even able to use their training and experience in their placements. The one participant who stated she was able to use a hobby in her placement, but did not specify what skills she preferred to use, was one of the subjects that had asked that her file be temporarily moved to the inactive category.

The findings presented suggest that most

participants were placed in work that required their skills and talents. Even some of the group that specified that they were willing to do work that did not require special skills were placed in positions that used their talents and skills.

CHAPTER V

SUMMARY, CONCLUSIONS, AND RECOMMENDATIONS

SUMMARY

In 1976, a research study entitled Retirement in Alberta recommended that retirement registries be established throughout Alberta to provide "worthwhile activities for retirees." The findings of that research study suggested that retirees had a much higher unmet need for "worthwhile activities" than pre-retirees. The major objective of this investigation was to determine if the retirement registry program at the Society for the Retired and Semi-Retired was providing retirees with what they perceived as worthwhile activities.

In addition to the major objective, the program was evaluated according to its other objectives. These included: (a) collecting information about seniors in Edmonton; (b) encouraging less aggressive seniors to join the program; (c) demonstrating to the community that seniors can do worthwhile, constructive things, and consequently presenting a positive image; and, (d) giving the community untapped skills (Henbest, 1977).

A review of the literature revealed that this was the only retirement registry program in Alberta. Three

similar programs existed in Ontario, but none of them had ever been evaluated.

Since no evaluation on programs of this type had been conducted, the investigator had to design a research instrument. The research instrument used to evaluate the program was a questionnaire. Prior to the actual study, the questionnaire was pre-tested in a pilot study and then modified. In the actual study, the revised questionnaire was administered to a randomly selected sample of 50 subjects. The collected data were then analyzed and the findings were presented in Chapter IV. In this, the final chapter of the thesis, conclusions based on those findings and recommendations for further study will be presented.

CONCLUSIONS

One of the objectives of the retirement registry program was to "gather pertinent information about the interests, talents, and abilities of older people in Edmonton." (Henbest, 1977, p. 1) As of October 1978, the retirement registry had files collected on the interests and abilities of 912 seniors, and by the end of April 1979, this figure had risen to 1,189 (Ezekiel, 1979).

Approximately 1,800 members belong to the Society for the Retired and Semi-Retired (Ezekiel, 1978a). Since application forms were sent to all members of the Society for the Retired and Semi-Retired and not to other seniors, it can be assumed that most of the 1,189 seniors listed in

the retirement registry program were also members of the Society for the Retired and Semi-Retired. This suggests that information has been collected on approximately 66 percent of the Society for the Retired and Semi-Retired members.

According to Atchley (1972), there is very little difference between seniors that join senior citizen clubs and those that do not. This suggests that the data collected by the retirement registry program are representative of seniors in Edmonton and that there is an adequate sample size to make generalizations about older Edmontonians' interests, talents, and abilities.

In October of 1978, 359 of the 912 seniors registered wanted to participate in the retirement registry program, illustrating that 39 percent of these seniors were wanting to be more involved than they presently were. This demonstrates support for the Retirement in Alberta study (TCRS, 1976) that stated that retirees needed more worthwhile activities. According to the 1976 Census of Canada (cited in Engelmann et al., 1977), there were 32,940 Edmontonians over the age of 64. If 39 percent of these people are wanting to be more involved, that means in actual figures that potentially more than 12,000 seniors may be interested in joining a retirement registry program.

Of the seniors sampled, 26 percent considered themselves "very involved" in community activities, 34 percent stated they were "slightly involved", and 40 percent said

they were not involved in any community activities. These figures, when analysed in the context that all the seniors in the sample were seeking involvement in the retirement registry program, demonstrates, again, support for the literature (TCRS, 1976) that suggests that retirees want more worthwhile activities.

Of the seniors that participated in the retirement registry program, 30 of them (96.8%) perceived the activities assigned by the program as worthwhile. One participant (3.2%) was undecided and no one viewed their activities as not worthwhile. This suggests that the program did provide involvement in worthwhile activities. This study has presented evidence to suggest that seniors want more involvement and that the retirement registry program does provide what seniors view as worthwhile activities.

In the sample, 31 of the subjects had been assigned activities by the retirement registry program and 19 had not. All of the subjects in the sample were considered capable by their interviewer and either capable or not known by the retirement registry coordinator. Data presented in Chapter IV seemed to suggest that there was no difference between subjects placed and subjects not placed, with regard to sex, age, marital status, educational attainment, skills preferred to employ, community involvement, personality description, or requests declined. There was a slightly higher percentage of non-participants who expected pay, but the difference was not great. In the

sample, nine non-participants stated that they had never declined an assignment from the retirement registry. It is concluded that some capable seniors, wanting involvement in the program, were never placed.

The objective of seniors providing the community with "untapped sources of knowledge and experience" (Henbest, 1977, p. 1), seems to be somewhat less important to the seniors sampled than the desire to simply be involved. In the total sample, 52 percent of the subjects stated that they had no special skill or talent that they preferred to use in their placements. Of the 31 participants, only six said that they had not been able to use a special skill or talent in their placement. This suggests that the seniors were able to utilize their skills and talents that they brought with them to their placements, and that the retirement registry placement personnel take into account the skills and interests of the individual in determining placements.

Two of the objectives of the retirement registry program were related to having seniors assigned activities in the general community. First, it was thought desirable to integrate seniors into the community to meet their needs for socializing and to make them feel that they are a contributing member of the community. Second, it was thought desirable to integrate seniors into the community so that the general community would become more aware of the constructive things seniors can do and consequently provide a

positive image of seniors to younger members of society.

Of the sample that participated, 16.1 percent did work for a private individual, 25.8 percent had placements where they had worked for both an individual and a group in the community, and 58.1 percent worked solely for a group in the community. Many of the placements where seniors worked for private individuals were often seniors helping other seniors. The likelihood of achieving the objectives described above was probably greater in placements where seniors worked for a community group, since their activities were probably more visible, especially to younger generations. It is also reasonable to expect that seniors feel more integrated into the community when placed in a community group or agency.

This study seems to suggest that the retirement registry at the Society for the Retired and Semi-Retired was meeting many of their objectives. Information has been gathered on a substantial number of seniors in Edmonton, and many of those seniors who wished to be involved in the program have been placed in a work role. Data collected in this study suggests that some seniors wanted more involvement in community activities and that the retirement registry was providing this service. The seniors who have been placed seemed to enjoy the activities assigned to them and viewed these activities as worthwhile.

RECOMMENDATIONS FOR FURTHER STUDY

The objectives of this study were concerned with what the retirement registry program offered to the seniors. The response of the recipients of these services were not studied. It was assumed in this study that by assigning seniors work in the community, they would present a positive image. It is recommended that further study be undertaken to determine the program's effectiveness for employers and the recipients of volunteer services and to determine if these seniors presented a positive image.

In the program there were three types of placements: (a) seniors helping seniors; (b) seniors helping an organization or a community group; and, (c) seniors finding employment. Few seniors fell into the last type of placement. The majority of the seniors sampled (84%) expected no pay for their services, although the literature suggests that many seniors are financially poor. It is suggested that a study be undertaken to determine why so many seniors preferred to volunteer their services and to determine which of the three types of placements seniors find most satisfying.

The information collected in this investigation suggested that the greatest interest in joining the retirement registry program was for subjects 67 to 72 years of age. If it was assumed that many of these people retired at the

normal retirement age of 65, this would suggest support for Atchley's stages of retirement adjustment. Atchley (1976) suggested that after the retirement event the senior enters the "honeymoon phase", where he or she is very active enjoying whatever they did not have time to enjoy before. Eventually the honeymoon phase ends and the individual adjusts to a schedule that they find satisfying. Some retirees do not adjust initially and as a consequence enter a depressed state called the "disenchantment phase". After adjustment, the retiree embarks upon the "reorientation phase". Atchley suggests that retirees are likely to join senior citizen clubs at this time. Further study is recommended to determine if the time at which seniors tend to join the retirement registry is related to Atchley's retirement adjustment stages.

In the literature review the disengagement, the activity, and the continuity theories of optimal aging were discussed. The following two recommendations for further study are related to these theories. It is recommended that a study be undertaken to find out if seniors tend to, at some point in their lives, disengage from the retirement registry program and, if so, why. Both the activity theory and the continuity theory suggest that elderly people retain their values and needs that were present in their middle years. When a new cohort of seniors become members of the retirement registry program it is suggested that the program be re-evaluated, since the values and needs of these seniors may differ from those of their predecessors.

The last recommendation is related to the cost/effectiveness of the retirement registry program compared to other programs. In the literature review, the Link Exchange Program was discussed. In this program trading stamps are exchanged for services and every person that receives a service contributes a service. It is recommended that a comparison study be undertaken to evaluate the cost/effectiveness of the retirement registry program and the Link Exchange Program.

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APPENDIX A

The Registration Form Used to Collect Information for the Retirement Registry.

SOCIETY FOR THE RETIRED AND SEMI-RETIRED

103, 10169 - 104 St.(Phillips Bldg.) Edmonton, Alta. T5J 1A5

429-5511 424-4721

DO YOU HAVE EXTRA TIME THAT YOU ARE INTERESTED IN FILLING?

WOULD YOU LIKE TO SUPPLEMENT YOUR INCOME?

The Society for the Retired and Semi-Retired has recently started a retirement registry--a central information and resource service where senior citizens can come to find out what worthwhile activities, employment and volunteer opportunities are available to them. Because this registry will also be used for planning programs, developing courses, and assessing the needs and desires of the senior community, we are asking all senior citizens to complete the questionnaire found below and return it to us. Whether you are interested in volunteer and employment opportunities or not, we are interested in you!

NAME_____ TELEPHONE_____

ADDRESS_____ POSTAL CODE_____

NEIGHBOURHOOD_____ BIRTHDATE_____

MARITAL STATUS: Married____ Name of Spouse_____

Single_____ Widow(er)_____

1. Could you make time to participate in some volunteer activity? YES____ NO____

   How Often?: Regular____ Occasional____ Seldom____

2. Are you presently doing volunteer work? YES____ NO____

   Please describe:_____

   _____

3. Could you use the services of a volunteer for shopping, home help, a friendly visit, snow shovelling, etc.?
   YES____ NO____ If yes, please describe:_____

   _____

4. Car: YES____ NO____
   Could you be a volunteer driver for seniors?
   YES____ NO____

5. Languages spoken_____

   Languages written_____

6. Are you interested in employment? YES____ NO____

   If yes, what kind? Full-time___ Part-time___ Temporary__

   Please describe_____

   _____

(OVER)

7. Are you presently employed? YES___ NO___
   If yes, what kind? Full-time___Part-time___Temporary___
   Please describe:_____
   _____

8. Please indicate what salary you would expect.
   Minimum Wage___More than minimum wage___Volunteer (No Salary ____

9. Work experience: _____
   _____
   _____

10. Skills, interests, hobbies (e.g. handiman, clerical, sewing, gardening, etc.): _____
    _____
    _____

11. What types of programs, classes, lectures, activities, etc., would you be interested in participating in?_____
    _____
    _____

12. Are you interested in applying for senior citizen housing? YES___ NO___
    Are you registered at the Housing Registry at the Society? YES___ NO___

13. Do you belong to any senior citizen organization other than the Society? YES___ NO___ How often do you attend senior citizen centers?
    Weekly_____ Monthly_____ Other_____

14. What is the general condition of your physical health?
    Good___ Fair___ Poor___

15. Comments: _____
    _____
    _____
    _____
    _____

If you have any questions about the registry, please call Katherine Ezekiel at 429-5511. THANKS!

* Printed with permission from the Retirement Registry

APPENDIX B

The Research Instrument

Form A

FORM A

The following is the questionnaire for the people that have not done work for the retirement registry or work for the Society for the Retired and Semi-Retired, but are registered as active in the registry's file. Please check one answer to the following questions. Thank you.

Name _____

Address _____

1. You sex is?

   Female___ Male___

2. Your age is? ___

3. Your marital status is?

   Single___ Married___ Divorced/Separated___ Widow(er)____

4. Your highest education level completed is?

   i) less than grade four ____

   ii) grade four, five, or six ____

   iii) grade seven, eight, or nine ____

   iv) grade ten, eleven, or twelve ____

   v) post-secondary ____

5. Choose one of the following that best describes the skills that you would like to use when working for the registry.

   i) My special training or experience in a trade area___

   ii) My special training or experience in an academic area ___

   iii) My special talent or training in an artistic area___

   iv) My special talent or training in a musical area ___

   v) I am willing to do a job that does not require my special training or talents ___

   vi) Other (Please specify)_____

6. As a member of my community, I am

   i) very involved in community activities ___

   ii) slightly involved in community activities ___

   iii) not involved in community activities ___

7. I would describe myself as being

   i) a shy person ___

   ii) an average person ___

   iii) an outgoing person ___

8. I expected to be paid

   i) nothing ___

   ii) $3.00-$6.00 per hour ___

   iii) over $6.00 per hour ___

9. How many times have you declined requests from the Society to do work?

   i) never ___

   ii) seldom ___

   iii) often ___

APPENDIX C

The Research Instrument

Form B

FORM B

The following is the questionnaire for the people that have done work for the retirement registry or work for the Society for the Retired and Semi-Retired. Please check one answer. If you do work at the Society, please consider that work as being for the retirement registry, for the purposes of this questionnaire. Thank you.

Name_____

Address_____

1. Your sex is? Female___ Male___

2. Your age is? ____

3. Your marital status is? Single___ Married___
   Divorced/Separated___ Widow/Widower ___

4. Your highest education level completed is?

   i) less than grade four ___
   ii) grade four, five, or six ___
   iii) grade seven, eight, or nine ___
   iv) grade ten, eleven, or twelve ___
   v) post-secondary ___

5. Choose one of the following that best describes the area of skills that you would like to use when working for the registry.

   i) my special training or experience in a trade area ___
   ii) my special training or experience in an academic area ___
   iii) my special talent or training in an artistic area ___
   iv) my special talent or training in a musical area___
   v) I am willing to do a job that does not require my special training or talents ___
   vi) Other (Please specify)_____

6. As a member of my community, I am

   i) very involved in community activities ___
   ii) slightly involved in community activities ___
   iii) not involved in community activities ___

7. I would describe myself as being

   i) a shy person ___
   ii) an average person ___
   iii) an outgoing person ___

8. I expected to be paid

   i) nothing ___
   ii) $3.00-$6.00 per hour ___
   iii) over $6.00 per hour ___

9. How many times have you declined requests from the Society to do work?

   i) never ___
   ii) seldom ___
   iii) often ___

10. My activities for the retirement registry mostly involved working with

   i) an individual ___
   ii) both the community and an individual ___
   iii) a group in the community ___

11. I view my activities for the retirement registry as being

   i) worthwhile ___
   ii) undecided ___
   iii) not worthwhile ___

12. The recipient(s) was/were

   i) pleased with my work ___
   ii) I do not know what they thought ___
   iii) unsatisfied with my work ___

13. The recipient(s) and myself had

    i) no monetary disagreements ___

    ii) a few monetary disagreements ___

    iii) many monetary disagreements ___

14. The total number of hours spent doing activities for the registry was

    i) less than 8 hours ___

    ii) 8 to 32 hours ___

    iii) more than 32 hours ___

15. In doing the activities for the retirement registry, I was

    i) able to use my training and experience ___

    ii) able to use a hobby or interest that I have knowledge about ___

    iii) not able to use my special talents ___

APPENDIX D

Judgement Instrument

The interviewer judges this person as:

i) definitely, unable to do the jobs they say they can___

ii) no reason to believe that they cannot do the jobs they say they can ___

The registry:

i) judges this person as definitely unable to do the job they say they can ___

ii) has no reason to believe that this person cannot do the job they say they can ___

iii) does not know this person ___

APPENDIX E

Letter sent to the sample.

DEPARTMENT OF INDUSTRIAL
AND VOCATIONAL EDUCATION
FACULTY OF EDUCATION
THE UNIVERSITY OF ALBERTA

January 23, 1979

Dear Member of the Society:

A study is being conducted on the Retirement Registry, at the Society for the Retired and Semi-Retired. Two students from the university are doing interviews with fifty members of the Society. Your name has been selected and Miss Karen Anderson or Mrs. Glenys Perry will be phoning you within the next three weeks. They will be asking you if they can set up an appointment to meet with you at your home or at the Society. Although we do hope that you will participate in our study, we wish to emphasize that you are under no obligation to do so.

Your time and help with the interview will be appreciated whether you have or have not been requested by the Society to do volunteer or paid work.

The data collected from all the interviews will be used for Mrs. Perry's thesis. This is a necessary assignment for her to obtain her Masters Degree in Vocational and Industrial Education. A copy of the thesis will be given to the Society for their use.

Yours truly,

Glenys Perry, Student

Katherine Ezekiel,
Society's Representative

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